



September 2002

Important Health Benefits News for Benefits Administrators

Upcoming Events

SEPT

Sept. 30 ♦ Flexible Benefits Sourcebook and poster developed
Sept. 30 ♦ Health benefits article published in Fall 2002 issue of Commonwealth Currents

OCT

Oct. 1 ♦ CommonHealth's *Breaking Free From Tobacco* program begins
Oct. 5 ♦ Trigon Member Services initiates Saturday customer service hours
Oct. 21 ♦ Flexible Benefits Sourcebook, Spotlight and other Flex Annual Enrollment materials sent to Benefits Administrators

NOV

Nov. 1 - 30 ♦ Annual Enrollment for Flexible Reimbursement Accounts
Nov. 22 ♦ Medicare retiree rate notification mailed

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Management

B.A. Bulletin

Saturday Hours for Trigon Member Services

It's going to be even easier for members of Key Advantage, Cost Alliance and Medicare retiree supplemental plans to obtain information by telephone about their health plans. Beginning October 5, Trigon Member Services will add half a day on Saturday to its customer service hours. The new Trigon service hours are:

Monday through Friday:
8:00 a.m. to 6:00 p.m.

Saturday:
9:00 a.m. to 1:00 p.m.

For health benefits information any time of the day or night, employees may visit Health Benefits on the DHRM Web site: www.dhrm.state.va.us/hbenefit.htm. Click on the Contacts tab, Customer Service Directory, to access all health plan Web sites.

Magellan To Transfer Customer Service Operation

Effective October 1, customer service operations for Magellan Behavioral Health will transfer to Magellan's regional office in Columbia, Md. Magellan's mailing address for claims and toll-free number (1-800-775-5138) will remain the same. Magellan administrative offices serving the Commonwealth of Virginia will remain in Richmond. This change should be transparent to Key Advantage and Cost Alliance health plan members.

For Employees Who Want To Quit Smoking...

Breaking Free From Tobacco will be offered through the CommonHealth wellness program beginning October 1. The new smoking cessation program will be available to all employees and adult family members eligible to participate in the State Health Benefits Program.

A health coordinator will provide personal support by telephone to smokers who sign up for the program, working with them on individual needs and goals. Planning and other materials will be provided, as well as a choice of nicotine patches or gum to help participants quit smoking. Interested employees may call 1-800-394-6380.

Information is also available on CommonHealth's Web site at www.chp-online.com/commonhealth

Change in Extended Coverage Policy

Effective July 1, 2002, employees may change to another health plan when they initially enroll in Extended Coverage. The previous policy stated that they and covered family members had to remain in the same health benefits plan in which they were enrolled on their last day of coverage in the active group.

Membership changes can be made at the next Open Enrollment or if a consistent qualifying mid-year event occurs during the year.

Check it out!

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